

## Electronic Patent Application Fee Transmittal

| <b>Application Number:</b>                     | 10815534  |                 |               |                             |
|--|---|-----------------|---------------|-----------------------------|
| <b>Filing Date:</b>                            | 31-Mar-2004   |                 |               |                             |
| <b>Title of Invention:</b>                     | CONTACT CENTER AND METHOD FOR TRACKING AND ACTING ON ONE AND DONE CUSTOMER CONTACTS |                 |               |                             |
| <b>First Named Inventor/Applicant Name:</b>    | Sarah H. Kiehaber   |                 |               |                             |
| <b>Filer:</b>                                  | Douglas W. Swartz/Debra Kesner  |                 |               |                             |
| <b>Attorney Docket Number:</b>                 | 4366-140  |                 |               |                             |
| Filed as Large Entity                          |   |                 |               |                             |
| <b>Utility under 35 USC 111(a) Filing Fees</b> |   |                 |               |                             |
| <b>Description</b>                             | <b>Fee Code</b>   | <b>Quantity</b> | <b>Amount</b> | <b>Sub-Total in USD(\$)</b> |
| <b>Basic Filing:</b>                           |   |                 |               |                             |
| <b>Pages:</b>                                  |   |                 |               |                             |
| <b>Claims:</b>                                 |   |                 |               |                             |
| <b>Miscellaneous-Filing:</b>                   |   |                 |               |                             |
| <b>Petition:</b>                               |   |                 |               |                             |
| <b>Patent-Appeals-and-Interference:</b>        |   |                 |               |                             |
| <b>Post-Allowance-and-Post-Issuance:</b>       |   |                 |               |                             |
| <b>Extension-of-Time:</b>                      |   |                 |               |                             |

| Description                             | Fee Code | Quantity | Amount | Sub-Total in USD(\$) |
|---|----------|----------|--------|----------------------|
| <b>Miscellaneous:</b>                   |          |          |        |                      |
| Submission- Information Disclosure Stmt | 1806     | 1        | 180    | 180                  |
| <b>Total in USD (\$)</b>                |          |          |        | <b>180</b>           |